

## CLIENT SUPPORT VOLUNTEERS: GUIDES and GREETERS BASIC INFORMATION

### BASICS

- Wear your PHC T-Shirt – Wear comfortable clothing and shoes.
- Please stay with your assignment. Please inform Key Leads if leaving.
  - Many assignments require you to take a client somewhere else. Once connected at the new service site, return to your assigned position.
- Please coordinate bathroom/lunch breaks with your co-assigned volunteers so task is never left empty and everyone gets the breaks they need.

### CLIENT INTERACTION

- Treat clients with dignity – Try to talk with them, not at them.
- Respect clients privacy – When handling paperwork, do not review in unless necessary.
- Ask for help if you need it.
- ***Do not Promise services.*** Do not say, “You might get ...”
  - Share that services available can be accessed in the service area after Triage.
  - If clients say, “I heard that ...”, it is best to say, the services available are on the event flyer and that availability is determined in the Service Area.
  - Remind clients that it is at the service areas where they will be screened and told about options and appointments for which they are eligible.
- When escorting a client, if there is a problem, do not argue or advocate in front of the client. Get the client to another area – food or service – and then come back to explore options. Remember, we are all volunteers and at times, if services are limited, we have to say “No”.

### STATIONARY/HALLWAY GUIDES

- Do your best to help give people direction.
- In many cases, you are also keeping clients on correct paths/out of certain areas.

### GREETERS

- Along with welcoming clients to a service area, you may be giving out Numbers.
  - One person gives out numbers and keeps track of the last number given.
  - One person calls the “Next Served” number and keeps track of last number called.
  - Others help clients respond and move to appropriate service place.
- Follow the direction of the LEAD in your Service Area.

### BETWEEN SERVICE GUIDES: Triage to Service, non-Greeter Service Area volunteers

- Help Clients identified as Next get to appropriate place in the service station you work.
- Help Clients leaving your Assigned Area get to the next area; then RETURN to your Area.

### USE the BOTTOM of the TRIAGE FORM to identify APPROPRIATE SERVICES AREAS.

Follow these Priorities – **WHEN POSSIBLE:**

- 1<sup>st</sup> Priorities - MEDICAL & BEHAVIORAL HEALTH
- 2<sup>nd</sup> Priorities - CAAP/Food Stamps, SSI/SSDI & Veterans Services
- 3<sup>rd</sup> Priority - SHELTER Info/Reservations
- 4<sup>th</sup> Priority - Housing Info

THIS IS NOT A MUST-DO ORDER. If one area is backed up, register and go to another.